



**Open Position:** Alumni Success Program Coach

**Purpose of Position:** To coach first-generation students of color, attending partnering colleges/universities, for success in college and beyond.

**Organization information:** The mission of the Boston Higher Education Resource Center (HERC) is to equip first-generation youth to obtain a higher education, break the cycle of poverty, and become agents of change in their communities. Boston HERC's Alumni Success Program's goal is to equip our Passport high school graduates to thrive in their postsecondary plans after high school graduation.

The Boston HERC seeks a mission-driven Alumni Success Coach to join our team and coach multiple cohorts of college students who are first-generation to college, low-income, and attending partner colleges/universities. The Alumni Success Coach supports and equips our young adults with the necessary skills for success in college and in the 21<sup>st</sup>-Century workplace.

**Coach Duties & Responsibilities include:**

1. Establish and maintain student relationships, including monitoring student progress in order to meet retention and graduation goals using all forms of communication (in-person, video, texting, email, phone call, social media).
2. Promote self-advocacy by helping students address personal and academic challenges, setting personal and career goals, navigating their college resources, financial aid and college transfer from two year programs.
3. Prevent student summer melt by supporting high school graduates in enrolling in their chosen post-secondary institution.
4. Collaborate with Mentoring Coordinator, Mentors, Passport Coaches, Tutors, and allied organizations to support students.
5. Assist Alumni Success Director with coordination and promotion of program events, program development, workshop facilitation and promotion, and social media marketing strategies.
6. Assist Director in annual student recruitment efforts (info sessions, orientation, etc)
7. Manage and follow all data procedures, including daily logging and providing outcome updates.
8. Support Boston HERC's fundraising efforts through sharing stories and attending events and/or site visits with our philanthropic partners.

**Requirements:**

- Bachelor's degree with minimum two (2) years of professional work experience.
- Passion for issues facing low income, disadvantaged and/or underrepresented youth.
- Experience working with students in a student/client service setting (or equivalent).
- Demonstrated excellent verbal and written communication skills.
- Ability to connect with others and forge strong relationships.
- Proficiency in student information systems and technology, as well as MS Word and Excel.
- Proven ability to work with diverse staff, partners, and student populations.
- Demonstrate and possess strong understanding of cultural competency and how to communicate effectively with different audiences.
- Strong ability to take initiative, problem-solve, be flexible, and think fast on your feet.
- Ability to work independently, remotely, and meet in-person at the Boston HERC office when needed, including our summer training.
- Outgoing and positive attitude.
- Commitment to Christian principles.

**Preferred Qualifications:**

- Bilingual, especially proficiency in Spanish or Haitian Creole.
- Work experience in advising, teaching, or supporting educationally disadvantaged students.
- Bachelor's degree in education, public administration, social work, or other relevant area(s).
- Be a 1<sup>st</sup> generation college graduate from a 4-year college/university in the U.S.
- Experienced in serving 1st generation college students of color.
- Experience in providing social-emotional and/or academic support to young adults.
- Experience in supporting students in resume editing, job application, and the interview process.
- Experience facilitating hands-on and engaging workshops.
- Experience navigating the college application process and FAFSA.
- Conversant in the DACA and Student Immigration Policies.

**Terms of position:**

- Position Start Date: As early as March, 2025
- Full-Time: 35 hours/week
- Minimum of a 2-year commitment in the role
- Reports to: Director of Alumni Success
- Benefits: Health, dental, and vision.

**To apply:**

Submit the following documents to Chief Executive Officer, Carolina De Jesus, [cdejesus@bostonherc.org](mailto:cdejesus@bostonherc.org) and Rachel Condry, Director of Alumni Success, at [rcondry@bostonherc.org](mailto:rcondry@bostonherc.org):

- Resume
- Cover letter
- Two professional references